



# Pallion Family Practice

## 2018 SPRING NEWSLETTER



### PRESCRIPTIONS

We are no longer taking prescriptions request over the telephone. If you would like to order a prescription you can do this in person or by posting the right side of your prescription clearly marked with the required items to the practice. Alternatively you can do this online. If you wish to order online please contact the surgery.

We can still send your prescriptions electronically to a pharmacy of your choice which means you will no longer need to collect it from the surgery simply go to your chosen pharmacy 48 hours after ordering it and you can collect your medication.

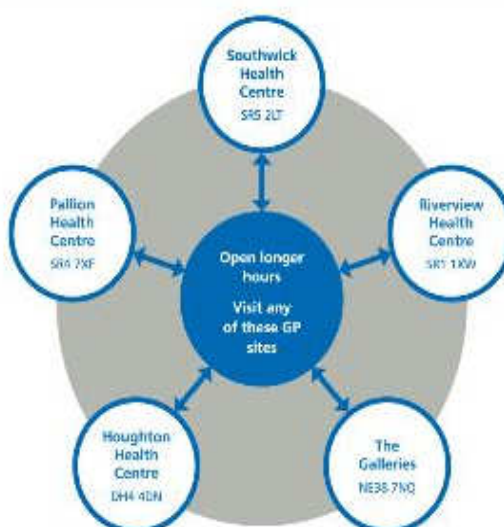


### Sunderland GP Extended Access Service

This is a service ran by your local GPs accessed from the health centres shown, by appointment.

To access this service your health records need to be shared with other Sunderland Health Professionals. You have a choice to share or not share.

Please contact your practice for more information.



#### Service opening times:

**Mon - Fri**  
6:00pm - 8:30pm

**Weekends**  
9:00am - 5:30pm

**Bank Holidays**  
10:00am - 2:00pm

Ask at reception for details.



## PATIENT PARTICIPATION GROUP and VIRTUAL PARTICIPATION GROUP

If you are interested in being involved in the Patient Participation Group or the Virtual Patient Participation Group please contact a member of the reception staff or alternatively call:

**CLARE FUREY, ADMINISTRATION SUPERVISOR ON 0191 5674673**

The minutes of the Patient Participation Meeting can be seen on the practice website.

### TIME IN TIME OUT

On the following dates the practice will be closed for staff training between the hours of 12.00 and 6.00pm  
June 20<sup>th</sup> 2018, July 18<sup>th</sup> 2018

#### HOW TO CONTACT US

Pallion Health Centre  
Hylton Road  
Sunderland SR4 7XF

Tel: 0191 5674673

Fax: 0191 5027701

#### OPENING TIMES

MONDAY	8.00AM – 6.00PM
TUESDAY	8.00AM – 6.00PM
WEDNESDAY	8.00AM – 6.00PM
THURSDAY	8.00AM – 6.00PM
FRIDAY	8.00AM – 6.00PM

#### HOME VISITS

If you feel you may need a home visit try to telephone this request before **10.30am**.

Your call may be passed to the Nurse Practitioner or Doctor to discuss your symptoms and assess your medical need more effectively.

House calls will only be made to those patients whose medical problems cause them to be too ill to attend the surgery. Wherever possible please try to attend the surgery as this helps enormously. Four or five patients can receive attention in the surgery for each home visit

**Could all patients be aware that we require 48 hours notice for repeat prescriptions**

#### FEES AND CHARGES

Not all services at this practice are available under the NHS.

When patients request non-NHS items or services a private fee may be payable.

If you require further information regarding fees and charges please ask at reception for the Fees and Charges Leaflet.

As a patient of the surgery you can access information and access services on line

### Patient On Line Access

Medication

Appointments

Allergies

Immunisations

Adverse Reactions

#### Register in two easy steps

1. Ask at reception for a registration form. This provides all the information you need to register to use the EMIS Access facilities.
2. Choose the media that you want to use.

